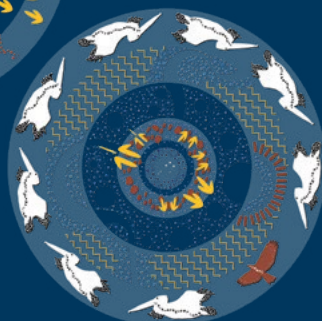
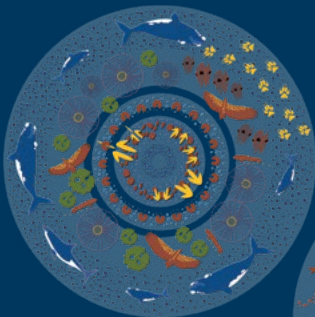
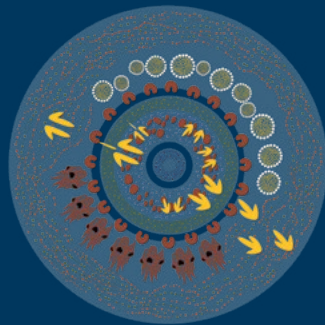
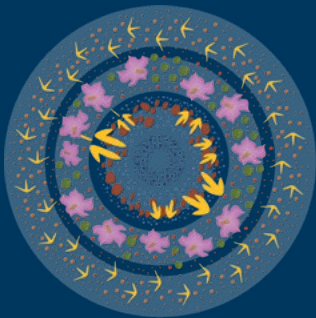


# 2024-25 South Australian Water Corporation Annual Report

For the year ending  
30 June 2025





## Acknowledgement of Country

We acknowledge the Traditional Owners of Country throughout South Australia and in other areas of Australia where we operate and recognise their unique and continuing connection to lands and waters. We pay respect to Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples visiting or living in South Australia.

## Letter of transmittal

29 September 2025

The Honourable Nick Champion MP  
*Minister for Housing Infrastructure*

Dear Minister

On behalf of the Board of SA Water, I am pleased to present the Corporation's Annual Report for the financial year ending 30 June 2025.

The report is submitted for your information and presentation to Parliament, in accordance with requirements of the *Public Corporations Act 1993* and the *Public Sector Act 2009*.

This report is verified as accurate for the purposes of annual reporting to the Parliament of South Australia.

A handwritten signature in black ink, consisting of a stylized 'A' followed by a long horizontal stroke.

**Allan Holmes**  
Chair of the Board

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# A message from the Chair



SA Water continues to play a vital role in the lives of South Australians by delivering safe, reliable drinking water and managing wastewater services across a vast and diverse state. We consistently meet high performance standards even under complex and challenging conditions.

As a state-owned corporation, SA Water is governed by a board of seven directors appointed by the government. While guided by our legislated responsibilities we work in close partnership with government to support broader priorities and deliver services that matter for the communities we serve. The board continues to provide strategic oversight and accountability while enabling the organisation to adapt and thrive in a rapidly changing environment.

SA Water plays a vital role in South Australia's growth, working alongside government to deliver the infrastructure needed for a thriving, liveable state. By rapidly responding to increasing demand for water and wastewater services, we're helping to fast track housing supply, attract investment, and support development across regional and metropolitan areas. From new residential communities to industrial precincts, our work ensures that growth is supported by reliable, sustainable services — laying the foundation for South Australia's future.

This year, SA Water delivered a record level of capital investment, reflecting our commitment to building the infrastructure South Australia needs both now and for generations to come. These investments are not only helping to unlock thousands of new homes but also strengthening water security and supporting the resilience of businesses and communities across the state.

However, serious challenges remain. We will have to develop new water resources as the climate warms and dries and as our population and economy grow. Ageing infrastructure requires continued maintenance and replacement, something that is often overlooked. The board will continue to work with government and the broader community to address these challenges.

I acknowledge the Board for its dedicated and collaborative governance over the past year. In August 2024, we welcomed Monish Bhindi and Tricia Blight to the board, whose expertise further strengthens our leadership. I also extend my sincere appreciation to the Chief Executive, David Ryan, his executive team, our valued partners and all of our people for their continued commitment and outstanding contribution to delivering essential services to South Australians. Most importantly, I want to recognise the hard work, dedication, and professionalism of all our people across SA Water, whose efforts every day make our achievements possible.

A handwritten signature in black ink, consisting of a stylized 'A' followed by a long horizontal line.

**Allan Holmes**  
Chair of the Board

# A message from the Chief Executive



This past year our people have played a vital role in delivering outcomes that address the evolving needs of our customers, communities, and the state we serve. As we commenced the 2024–28 regulatory period on a strong operational foundation, and a renewed focus on providing services that meet the daily expectations of our customers while supporting South Australia's long-term growth and sustainability.

The new regulatory period, which began in July 2024, has ushered in our most ambitious capital program to date, with \$3.3 billion in net capital expenditure approved by the Essential Services Commission of South Australia (ESCOSA). This includes \$1.5 billion dedicated to supporting the State Government's Housing Roadmap. In response to unprecedented housing demand, our infrastructure investments will deliver tens of thousands of new homes. Through our newly formed Growth Group, we are accelerating the delivery of water and wastewater services to meet demand in key growth areas such as Riverlea, Roseworthy and Angle Vale.

Delivering infrastructure at this scale, speed and complexity requires close coordination between our people, partners and systems. A key factor in accelerating project delivery has been the way we procure materials and collaborate with our delivery partners to ensure the right resources are available at the right time. We are also transforming how we plan and execute projects by leveraging data more effectively, enhancing customer and developer experiences and embedding sustainability into everything we build.

While enabling growth remains a priority, our commitment to reliability and equity is unwavering. We continue to invest in the maintenance and renewal of our infrastructure to support current and future generations. This balanced approach ensures sustainable and dependable water services for all South Australians.

A key focus this year has been on the early works on the construction of a new desalination plant on the Eyre Peninsula an important step toward securing a reliable and sustainable water supply for the region. This infrastructure is a central component of the Eyre Peninsula Water Security Response Plan, released in November 2024. The plan outlines how we are addressing the urgent challenges of ensuring safe drinking water for the community. Alongside infrastructure investment, continued community engagement remains critical to meeting the region's long-term needs.

Another key priority has been the significant upgrades to regional water infrastructure. We have invested in renewing and enhancing critical assets across regional South Australia to ensure communities in areas such as Oodnadatta, Marla, and Maree receive safe and reliable water services. These projects improve water quality and system resilience and support regional economic development and community wellbeing.

South Australia has experienced one of its driest years on record, with much of the state receiving far less rainfall than usual. This has led to the lowest inflows into the Mount Lofty Ranges reservoirs, with the lowest levels we have seen in 25 years. We are closely monitoring these drying conditions and the potential impact on water resource planning. The Adelaide Desalination Plant (ADP) remains a vital climate-independent water source, and we expect increased reliance on it during extended dry periods. At the same time, we are future-proofing our network through strategic investments, such as the Taplan water storage tanks, which will provide critical flexibility and additional security to our rural networks.

We continue to seek innovative solutions to address complex challenges. This year, we commenced a satellite-based emissions monitoring trial, using cutting-edge technology to track methane emissions from our wastewater infrastructure. This pilot program will help us better manage our environmental impact and aligns with our broader sustainability goals and net zero ambitions.

A significant achievement was the launch of our 2024–27 Reconciliation Action Plan (RAP). Now in its sixth iteration, this RAP embeds reconciliation more deeply into our operations and culture. The plan aligns with both our corporate strategy and Reconciliation Australia's framework to ensure focused progress and will help us transform our commitment into consistent, measurable action.

Our commitment as a participant in the United Nations Global Compact is reaffirmed as we continue to work towards delivering services and achieving positive outcomes for our community and the planet. As part of this commitment, we are a signatory to the Australian water industry's commitment to support the United Nations Sustainable Development Goals.

Looking ahead, our progress this year has positioned us well to meet today's challenges and anticipate tomorrow's opportunities. Through enhancing regional water security, supporting housing growth and strengthening cultural foundations, we are focused on delivering trusted water services for a sustainable and healthy South Australia.

I sincerely thank our people, partners and Board for their unwavering dedication and ongoing efforts. Together, we are building more than infrastructure; we are shaping a thriving future for our state.



**David Ryan**  
Chief Executive



# About SA Water









## Our vision

Delivering trusted water services for a sustainable and healthy South Australia

## Our organisation

We are South Australia's leading provider of water services for more than 1.8 million people. For more than 168 years, we have been working together with South Australians to ensure a reliable supply of safe, clean water and a dependable sewerage system. We deliver for customers by ensuring continuity of service, making smart asset decisions, responding to changing operational environments and achieving operational efficiencies to keep costs down.

As a statutory corporation, we report to an independent board and balance the delivery of services in a competitive market with our responsibility to provide a financial return to government.

We are included in the portfolio of Minister for Housing Infrastructure, and work closely with South Australian government agencies including:

- Department of the Premier and Cabinet
- Department of Treasury and Finance
- Department for Housing and Urban Development
- Department for Infrastructure and Transport
- Department for Environment and Water
- SA Health
- Environment Protection Authority

## Our strategy

Our 2020–25 strategy was reviewed to achieve our vision of delivering trusted water services for a sustainable and healthy South Australia. Our strategy focuses on measuring customer trust, service delivery, sustainability and our people and continues to support the wellbeing of our customers and community, and the future sustainability of South Australia.

## Our services

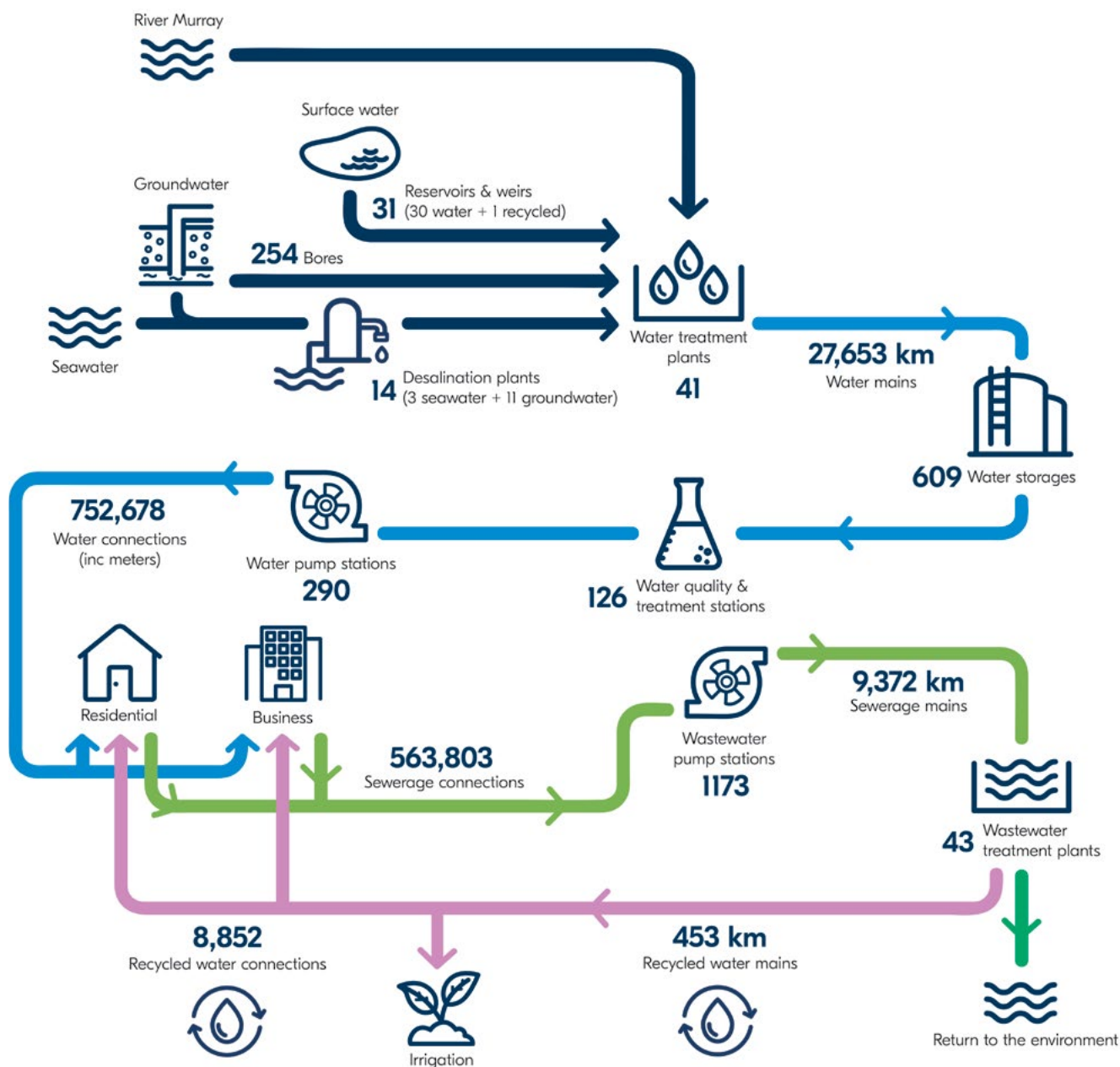
Every day, we provide essential water services to cities, suburbs and towns across South Australia.

As one of the most efficient water utilities in Australia, we are continually improving our services to keep prices as low and stable as possible for our customers. To deliver value for money, we strive to make smart, long-term investments, and effective use of new technologies. We remain focused on what is important to our customers and meeting our legal and regulatory responsibilities.

We are the custodians of the longest water mains supply network of any Australian water utility — more than 27,000 kilometres. We also manage more than 9,000 kilometres of sewerage mains and a 453 kilometre recycled water network.

We manage drinking water quality from catchment to tap, and work cooperatively with SA Health to ensure the protection of public health and supply of safe, high-quality drinking water for our customers across the state.

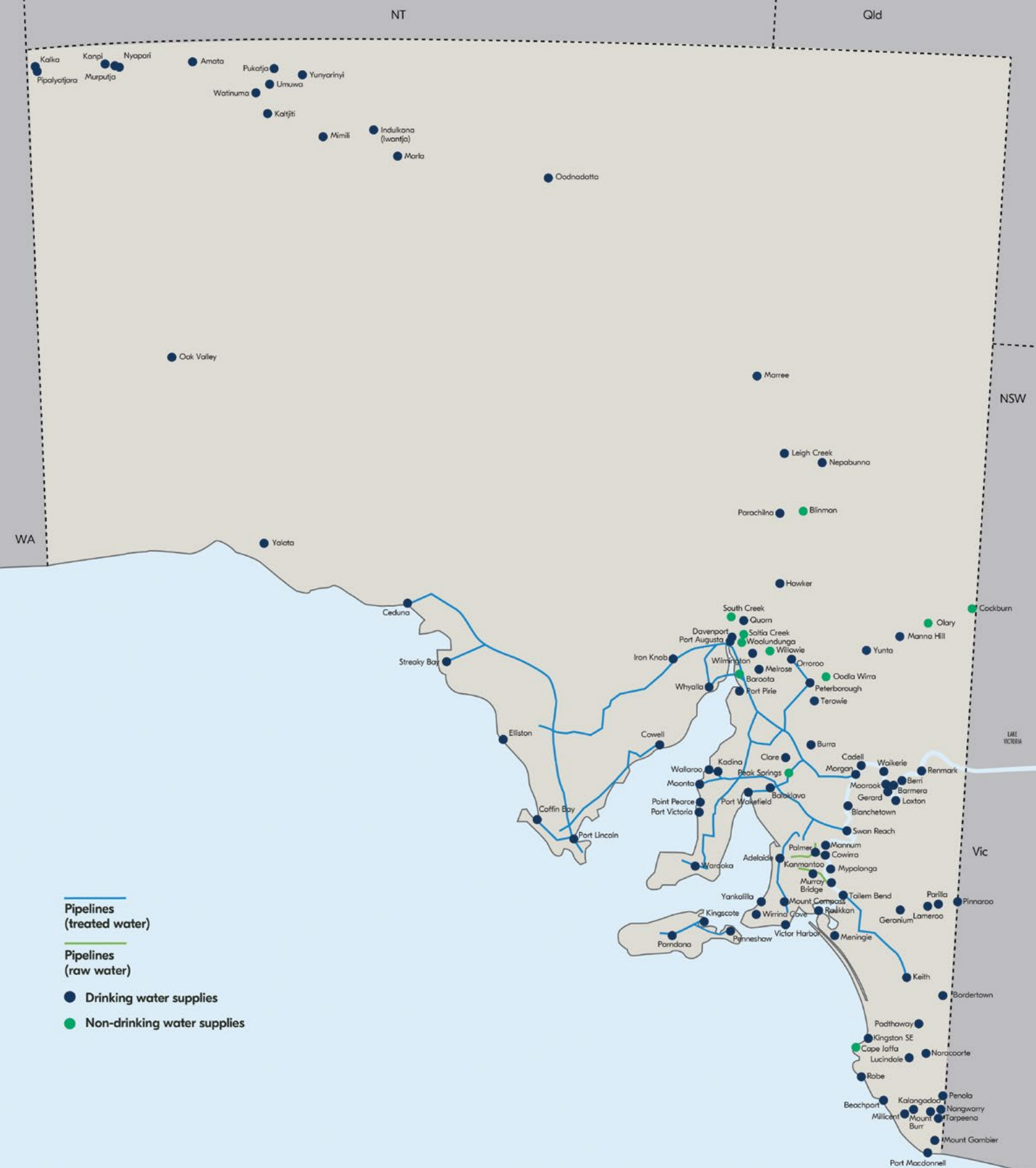
## Overview of our network and assets



As at June 2025



## Our water supply areas (as at August 2025)



**Our sewage treatment plants**  
(as at August 2025)



# Year in review





## Highlights



**277 billion litres** of water delivered  
to **756,505** homes and businesses



**93%** customer satisfaction



**\$799.9 million** in capital investment



**36,000+** customers receiving eBills



**62.8 kilometres** of new water mains installed



**48,499** water samples collected



**362,040** visitors to reservoir reserves



## Driving customer outcomes

We provide our customers with safe, smart, reliable and affordable water services. To achieve this, we maintain trust by ensuring water quality and asset reliability, and provide continuity of service by minimising temporary service interruptions. We deploy connected and intelligent assets to make smart decisions and operate efficiently so our services remain affordable.

## Meeting our customer service standards

Performance measures and service standards are set by our economic regulator, the Essential Services Commission of South Australia, and guide how we measure our success in delivering for our customers and the community.

In 2024-25, we met all of our 22 customer service standards and achieved 93 per cent customer satisfaction.

Other notable achievements include:

Measure	Target	Achieved
First contact resolution	85%	100%
Water quality responsiveness (metropolitan Adelaide)	97%	100%
Water quality responsiveness (regional South Australia)	99%	100%
Connection application responsiveness	95%	97%
Water event responsiveness – high-priority (metropolitan Adelaide)	99%	100%
Water event responsiveness – high-priority (regional South Australia)	99%	99%
Sewer event responsiveness metro	99%	100%
Sewer event responsiveness regional	99%	100%

## Sustaining and maintaining our existing networks

We continue to improve and maintain our water and wastewater networks. We invested \$81.5 million in our water network and infrastructure, and \$41.7 million in our wastewater pipe network and infrastructure.

In 2024-25 we installed 51.5 kilometres of new water mains through our water main management program. As part of our 4-year, \$140 million water main management program, we installed new water mains throughout the state, including at the following locations:

Location	Mains installed (m)	Location	Mains installed (m)
Mudamuckla	12,723	Paradise	550
Boors Plain	6,201	Queenstown	538
Brinkworth	5,301	Nailsworth	510
Weetulta	4,871	Morphett Vale	457
Owen	2,677	Parafield Gardens	414
Ceduna	1,441	Salisbury	403
Glenelg North	1,024	Springton	399
Warradale	1,004	Brahma Lodge	350
Somerton Park	845	Mansfield Park	348
Tumby Bay	788	Hindmarsh	331
Rowland Flat	724	West Richmond	329
Jervois	642	Valley View	317
Freeling	614	Marden	315
Ascot Park	612	Ridgehaven	281



Our dedicated teams have completed significant pipe installations throughout 2024-25, and delivered reliable infrastructure that supports growing communities and critical projects.

## Main leaks and breaks

In 2024-25, 4,759 water main leaks and breaks were reported across our 27,541 kilometre network, compared with 3,862 in 2023-24. This increase is a result of dry conditions which cause excessive soil movement acting on the water network. Our modelling had anticipated the increased water main break frequency and we were able to ensure that sufficient resources were available to continue to meet our service delivery targets during this busy period.

## Investing in a resilient water future for South Australia

From 1 July 2024, the average SA Water metropolitan customer's bill increased by 3.5 per cent plus Consumer Price Index, reflecting rising costs, global inflation and growing investment in our network.

This meant the average metropolitan residential customer with typical water use and average property value paid around \$21.20 per quarter more in 2024-25 (based on 3.6 per cent inflation).

In the Bureau of Meteorology's National Performance Report for 2023-24 (released in February 2025), which analyses and compares the performance of water utilities across the country, our annual residential combined water and sewerage bill (based on 200 kilolitres) sits in the middle range of the 15 comparably sized utilities across Australia.

## Can't seem to get ahead?

If you're having trouble paying your bill, you're not alone, and our friendly Payment Assistance team can help you.

Visit [sawater.com.au/paymenthelp](https://www.sawater.com.au/paymenthelp) to understand your options

Our Payment Assistance Program helps customers experiencing financial hardship.

## Promoting our Payment Assistance Program

Our Payment Assistance Program promotion was conducted again from 1 April to 30 June 2025, building on our successful work in 2023-24. We want our customers to know what options are available if and when they need help to pay their water bills. Customers are encouraged to contact us early if they are experiencing bill stress so we can better support them.

Our 'paying my bill' web page was redesigned to offer self-serve options as well the option to speak to our Payment Assistance team.

We reached out to customers through multiple channels, including targeted messaging in bills, functional advertising on social media channels and through our engagement with relevant external stakeholder groups, such as social services organisations. We used data modelling was to target messages to customers who had the potential to be, or were likely already in a hardship situation.

In the fourth quarter of 2024-25, our Brand Health & Perceptions Research showed 74 per cent awareness of our payment support options. This represents the highest level of awareness in over two years. Notably, 80 per cent of customers experiencing bill stress were aware of the flexible payment support available in quarter 4, demonstrating that our messaging is effectively reaching those who need it most.





In response to prolonged dry conditions and increased customer demand, the Adelaide Desalination Plant ramped up production in 2024-25, to ensure a secure and reliable water supply.



In 2024-25, our Tea Tree Gully Sustainable Sewers Program reached a milestone of connecting more than 1,000 houses to a new sewer system.

### Connection milestone in Adelaide's north east

The Tea Tree Gully Sustainable Sewers Program, which commenced in July 2022, reached a significant milestone in 2024-25, connecting more than 1,000 properties to our wastewater network. The program will deliver new sewer connections to over 4,700 properties across 13 suburbs in the Tea Tree Gully council area. These properties were previously been connected to the City of Tea Tree Gully Community Wastewater Management System.

We continue to work closely with individual property owners and the community to guide our planning and prioritisation process. Through this project, we have achieved an average overall satisfaction rating of 95 per cent from customers with new sewer connections delivered.

### Production at the Adelaide Desalination Plant increased to shore up Adelaide's water supply

Dry conditions and a lack of rainfall during 2024-25 resulted in the lowest volume of water inflows to Adelaide's reservoirs in 40 years. In January 2025, combined water levels across our storages sat at 40 per cent — the lowest level for more than 25 years.

In response, production was increased at the Adelaide Desalination Plant to secure water supply given the state's sustained dry conditions. This helped supplement Adelaide's water sources and supported higher than expected water demand from customers.

The plant temporarily produced more water than its typical volume until March 2025, informed by forecast water supply and demand from our Happy Valley system.

During this time, the plant produced 26,176 gegalitres of water, compared to the previous average annual figure of 5.3 gegalitres.

In addition to producing more water at the Adelaide Desalination Plant, we also utilised water from the River Murray to top up reservoirs.



Our summer messaging encouraged customers to use water efficiently.

### Tips for being water wise in summer

The 2024-25 summer season was one of the driest on record, with most of the state experiencing lower than average rainfalls during the preceding 12 months. From January to March this year, total residential water use increased by 26 per cent compared with the same period last year.

Our summer messaging campaign provides customers with tips to be water wise at home and in the garden during the warmer months. This year there was a particular focus on helping customers be water wise with their gardens and swimming pools.

We used our own channels to promote the campaign, such as our website, and organic social media, supported by paid advertising. In addition, our Brand Ambassadors talked to people about how to be water wise at events including the Tour Down Under and WOMADelaide.

The campaign was active during the third quarter of 2024-25, and in the following quarter, 73 per cent of customers surveyed in our Brand Health & Perceptions Research agreed that SA Water helps them learn to use water wisely. This represents the highest level of agreement in over 2 years.



Lock 3 has been dewatered to enable maintenance on the 100-year-old asset.



Newly constructed storage tanks at Taplan have substantially increased water capacity and enhanced supply reliability.

### Lock 3 refurbishment flows ahead as part of 100-year milestone

In April 2025, more than 8 million litres of water were drained from the River Murray's historic Lock 3, as we undertook major maintenance works to improve operations at the century-old site, on behalf of the Murray–Darling Basin Authority.

Located at Overland Corner in the Riverland, Lock 3 has been a critical part of river navigation since 1925. The refurbishment project includes replacing the lock chamber's water control valves, re-sealing 4 large hydraulic gates, and re-concreting sections of the lock floor.

### Taplan's water supply future-proofed with new tanks

More than 690,000 litres of drinking water can now be stored in newly constructed tanks at Taplan, following the completion of a \$10 million project in April 2025 to improve water reliability for the Riverland town.

The new tanks provide Taplan with 5 times more water storage capacity than they had previously. This increased capacity provides a buffer during drier conditions and improves the ability to provide water to the community during times of peak demand. The new tanks will ensure a secure supply of drinking water for the 700 homes and businesses in Taplan and the surrounding area.





New water storage tanks and disinfection station at Mannahill enable the town to access safe, reliable drinking water directly from the tap.

## Drinking water upgrades deliver top drop for trio of northern towns

Residents and businesses in Yunta, Terowie and Mannahill can now enjoy a new, safe and clean supply of drinking water from their taps, following the completion in May 2025 of upgrades to the supply network in South Australia's mid and upper north.

Historically, each town's water supply was designated as non-drinking, requiring customers to boil their tap supply before safely drinking, preparing food or brushing their teeth.

The upgrades, delivered through a combination of new elevated water storage tanks, water main network upgrades and additional water disinfection stations, mean each town's drinking water supply now meets the health and safety requirements in the Australian Drinking Water Guidelines.

We also tailored the works at each of the 3 locations to provide broader benefits to the community, such as improving driveway access into nearby vehicle rest stops along the Barrier Highway and retaining the decommissioned water tower in Yunta as an important community landmark in the town.

## Upgraded wastewater system brings sustainable solution to Yalata

Based on community feedback, we delivered a \$2.4 million upgrade of the wastewater network in the Yalata Aboriginal Community on South Australia's far west coast to improve sustainability, public health and safety.

The new pressurised wastewater soakage disposal system pumps sewage from septic tanks into an underground pressurised soakage trench and replaces the previously used wastewater lagoon.

The in-ground disposal system provides a safer and more environmentally sound solution by eliminating open water hazards, minimising odours and reducing the risk of overflows and leaks.



The upgraded wastewater disposal system in Yalata Aboriginal Community provides a safer and more environmentally sustainable solution.

## Satellite trial to help us stay ahead of water main leaks

In 2024–25, a South Australian first we started trialling the use of satellites to proactively predict leaks and breaks and to detect water main leaks that have not propagated to the surface and remain undetected.

The satellite technology detects changing soil movement conditions across Adelaide's north-eastern suburbs — an area with more than 820 kilometres of underground pipe. This technology helps identify pipes that are more susceptible to leaks and breaks. This enables our tactical teams to strategically deploy leakage sensors and improve the accuracy of our predictive modelling for future water main break numbers and resource planning.

Satellite technology has also been deployed on the Southern Eyre Peninsula to detect leaks that have yet to reach the surface. Initial scans have identified 196 points of interest, and 33 leaks were correctly identified in the first week.

This trial has been undertaken in conjunction with our existing smart network deployment, which, in the past 12 months alone, has detected more than 250 leaks that were then promptly repaired, helping to minimise potential impacts and disruption to the community.



## Research and development builds capability

Research and development enables us to meet the changing needs of our business, builds the knowledge and capability of our people, and ensures we are prepared for future challenges and opportunities. In 2024-25, we delivered research and development projects to:

- improve understanding and control of biofilms in water distribution systems through involvement in the ARC Training Centre for Biofilm Research and Innovation at Flinders University
- pilot 'mixed bed bioreactors' for chemical-free water treatment in collaboration with the University of Queensland and Seqwater
- develop in-situ and drone-based methods to measure and control greenhouse gas generation in wastewater treatment plants
- determine how wastewater treatment plants can prevent the spread of antimicrobial resistance
- understand how cyanobacteria grow in water reservoirs and developing strategies and methods to prevent impact on water quality
- develop a process to recover and recycle water treatment chemicals from water treatment plant residuals.

## Our Adelaide service delivery partnership

Our Adelaide service delivery partnerships with Service Stream and SUEZ continued in 2024-25.

Our metro field operations service provider, Service Stream:

- completed 117,848 work orders and achieved 7 out of 7 customer service standards set by the Essential Services Commission of South Australia (including best endeavours)
- maintained customer satisfaction through optimised delivery solutions, such as non-dig-up sewer and water repairs and preventative sewer maintenance techniques
- delivered services for our customers with an average customer satisfaction score of 96 per cent for metropolitan fault reports
- continued to operate and maintain the community wastewater management system in Tea Tree Gully
- supported our capital delivery teams to deliver 2,489 metres of new and replacement water mains in metropolitan areas
- supported regional teams with dedicated crew members allocated to regional depots as and when required
- supported the rapid mobilisation of the 2024 VAILO Adelaide 500 Supercar event by ensuring our water and wastewater networks were ready for increased customer demand. More than 4 kilometres of sewer main was cleaned as a preventative measure and 51 valves were isolated across the circuit. This year, crews successfully reduced the number of required isolations by 11 compared to the previous year, which helped to lessen the impact of low-flow conditions on local customers. Chamber lids across the circuit were also carefully secured.

Our production and treatment alliance partner, SUEZ delivered:

- \$8 million of works at our metropolitan water and wastewater facilities, projects, including maintenance on 2 sedimentation tanks and the flocculation and UV disinfection system, along with major electrical upgrades at our Happy Valley Water Treatment Plant
- an innovative wastewater tankering solution for customers in the Riverlea development at Buckland Park to help support growth in the area
- a tank outlet surge protection project, to prevent the risk of downstream mains breaks from our major northern metropolitan water storage tanks
- 35 megalitres of recycled water, 64,966 tonnes of biosolids for South Australian farmers, and a 5 per cent reduction in our waste footprint compared to 2023-24.

Other initiatives included collaborating with local land care groups, biodiversity groups and community members to continue driving revegetation projects at our Glenelg and Aldinga wastewater treatment plants. 9,000 native plants were planted over 3 days and the initiative received a high commendation by the Australian Water Association during their SA Awards 2024 in the Organisational Excellence category

Another sustainability initiative — SUEZ's second hand uniform store — saw more than 1,300 uniform items donated and more than 850 items reused by employees.



## Water for the future

Our production and treatment activities ensure the water we provide is fit for our customers to use and to be recycled or returned to the environment. We harvest, store, treat, distribute and reuse water to provide fit-for-purpose water services to our customers to stimulate economic growth and meet customer needs.

## Work underway to lay biggest pipes in a decade

In 2024-25 we began delivering the largest expansion of our metropolitan water and wastewater networks in decades, to support the State Government's Housing Roadmap and enable an estimated 40,000 new homes to be built across South Australia during the next 4 years.

This essential work is underway across Adelaide's northern suburbs including Angle Vale, Elizabeth North, Davoren Park, Craigmore, Blakeview, Munno Para, Smithfield, Virginia, Roseworthy and the Gawler Belt.

We're installing large trunk water mains to improve flow and pressure, support growth and strengthen surrounding networks. At Sandy Creek, new above-ground storage tanks are being constructed to boost the network's capacity. We're also expanding wastewater infrastructure along key corridors to service new developments. Together, these upgrades are unlocking land for housing in residential development areas such as Riverlea, Angle Vale and Roseworthy and helping to meet the needs of growing communities.

Since September 2024, our crews have laid nearly 14,000 metres of pipe, with up to 16 teams working across multiple sites. A record 189 Development Agreement Formal Instruments (DAFIs) were issued to developers in 2024-25, enabling services for 6,792 new allotments (up from 4,800 the year before).



Pipe installation underway to support a major network expansion that will enable new housing across Adelaide's northern suburbs.

## A plan to safeguard Eyre Peninsula's water security

Safeguarding the Eyre Peninsula's water security continued to be a key focus in 2024-25, highlighted by the release of our Eyre Peninsula Water Security Response Plan. Central to this plan is the construction of a new desalination plant, which is essential for securing a reliable and sustainable water supply for the region's future.

The plan was released in November 2024 and provides a framework to protect the region's drinking water supply. It outlines 4 water security response levels and the actions to be taken by the community based on drinking water availability, which ranges from normal water availability to an extreme water shortage. At the time of releasing the plan, we announced that Eyre Peninsula had moved to 'Level 2 — save water'.

Rebates on the purchase of new water efficient appliances were made available and promoted to the community to further support and encourage water-saving behaviours.

The Water Security Response Plan takes a responsible and considered approach to prepare for all scenarios to maintain water supply for 35,000 homes and businesses on the Eyre Peninsula until the desalination plant is operational, or in the event of any reductions to our water availability.



Advertising on the Eyre Peninsula to encourage residents to be water wise.



Construction is underway on a new desalination plant at Billy Lights Point, marking a major step toward securing the Eyre Peninsula's long-term water supply.



Kangaroo Island's new desalination plant is now supplying safe drinking water and enhancing bushfire resilience.

### Early construction works progress for Eyre Peninsula's new desalination plant

Construction of a new desalination plant on the Eyre Peninsula continued to progress in 2024-25, marking a major step toward securing the region's long-term water future. Reliable access to clean drinking water is critical for the communities, and industries of the Eyre Peninsula — especially as the region faces increasing pressure from population growth, climate variability and the limitations of current groundwater sources.

A significant portion of early works was undertaken at the Billy Lights Point site, paving the way for large-scale construction to commence.

Early works included the removal of around 13 tonnes of rubbish, the removal of vegetation on the plant site to prepare for construction, the installation of temporary construction site huts and the creation of a new entrance road to the plant site off St Andrews Drive.

We have begun planning the construction of the large transfer pipeline that will connect the new plant to the region's existing water network.

### New desalination plant delivers water security for Kangaroo Island

In December 2024, Kangaroo Island's new desalination plant was commissioned, representing a significant milestone in securing the island's long-term drinking water supply and strengthening its bushfire resilience.

The 2-megalitre-per-day capacity facility produces safe and clean drinking water for approximately 700 local homes and businesses that have connected to mains water for the first time.

The drinking water supply is pumped through a new 50-kilometre underground trunk main to supply American River, Baudin Beach, Island Beach and Sapphire town.

To increase the region's resilience in future bushfire events, 420 new fireplugs have also been installed to provide easy access to water for emergency services.

### Water infrastructure construction underway in Ceduna

We have begun construction of a new 4.5 million-litre water storage tank and a 12-kilometre underground pipeline in Ceduna to improve drinking water security and quality for more than 1,800 homes and businesses.

The \$37 million project will connect to Ceduna's existing water supply network. The project is supporting the local economy by engaging regional contractors and suppliers throughout the build.





## Healthy communities

We support and promote the health and wellbeing of all South Australians. This is achieved by building sustainable and liveable communities. We share new ways of using water effectively and efficiently to create comfortable green spaces that support wellbeing. Through our reconciliations actions, we support stronger Aboriginal and Torres Strait Islander communities by helping to create economic opportunities.

### A new Reconciliation Action Plan

In October 2024, we launched our 2024–27 Reconciliation Action Plan (RAP), outlining our ongoing commitment to reconciliation and the practical actions we will take to embed it throughout our organisation.

Our sixth RAP aims to make reconciliation a standard part of how we operate, and encourages collaboration across our workforce to help achieve our goals. Importantly, our RAP aligns with our corporate strategy and Reconciliation Australia's framework of relationships, respect and opportunities.

At the RAP launch event, some of our Indigenous team members shared their experiences including about how our initiatives like mentoring are making a real difference in their careers.

Attendees also had the opportunity to participate in creating a live artwork by Aboriginal artists, which is now proudly displayed in SA Water House.



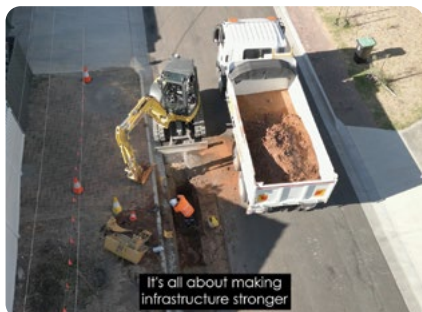
Launched in October 2024, our Reconciliation Action Plan highlights our commitment to meaningful reconciliation across our business.



Water storage tanks at Woodside were painted as part of our Art on Infrastructure Program.



Our brand ambassadors at the VAILO Adelaide 500.



A series of educational videos on social media shared how water mains work and how we manage them.

## Community education, events and engagement

As part of our Art on Infrastructure Program, we worked with local artists to launch new artworks including on a water storage tank at Woodside, in the Adelaide Hills and at our Barossa Reservoir.

In 2024-25 we delivered:

- presentations to 5,111 students across 280 sessions as part of The Well Education Program, through school incursions, site tours and workshops
- education to a further 3,130 students on the Eyre Peninsula with the Water Wise Program – 'Our Water, Our Future'
- community presentations and site tours to 523 people including an increase in tours of the Adelaide Desalination Plant
- our Quench Benches and drinking fountains at 241 events, providing 87,866 litres of drinking water
- Brand Ambassadors at major community events, including the VAILO Adelaide 500, the National Pharmacies Christmas Pageant and WOMAdelaide, where BYOB bottles were provided for a \$5 donation to the event charity partners.

## Educating our customers on the management of water mains

In 2024-25 we launched a series of water main education videos, which we shared on social media. Topics included what can cause breaks in our network, how we fix our infrastructure, how customers can report faults, and what support we give to customers when breaks occur. These videos helped raise awareness and empower our customers, and highlighted the critical work our teams do to maintain a reliable water supply.

The campaign reached more than 14,000 people across a series of 5 videos, generating more than 600 reactions, comments, shares, and saves combined.



Our people worked in partnership with the Department for Environment and Water to provide access to water at Brukunga bulk water collection site.

## Water collection points in partnership with the Department for Environment and Water

Many South Australians who are not connected to our mains network faced significant challenges during unprecedented dry conditions. In response, we partnered with the Department of Environment and Water to establish temporary water collection points in March, April and May 2025.

To support local communities, we staffed water collection points at Woodside and Strathalbyn in the Adelaide Hills, McLaren Vale, Elizabeth Park and Bundaleer.

During the operation of the sites, nearly 450 people accessed over 480,000 litres of water.

## Hive of activity at our reservoir reserves

In 2024-25, our 10 reservoir reserves welcomed more than 362,040 visitors.

During another successful year of our Reservoirs Partnership Program we supported 5 organisations — Nature Conservation Society of South Australia, Nature Play SA, TAFE SA, Walking SA, and the Trail Running SA Twilight Series — that organised grassroots events and projects across our reservoirs.



A partnership program to make our reservoirs accessible to all continued in 2024-25.

## Continuing to make the outdoors accessible for all

Our successful Accessible Outdoor Program also continued this year, with our Reservoirs team maintaining partnerships with ForestrySA, National Parks SA and the Bedford Group.

The program enables Bedford's clients to build connections with nature by being outdoors in our reservoir reserves.

Uniquely, some of these clients also participated in kayaking in partnership with Paddle SA.

A separate bushcare volunteering program — also run with the Bedford Group — was established at our Happy Valley Reservoir Reserve.





## Proactive environmental leadership

As a leader in environmental management, we are taking action to adapt to climate change and finding ways to reduce our greenhouse gas emissions. By partnering with our community, we make decisions that reduce waste and create opportunities to reuse resources and by-products of our production processes to benefit the environment.

### Supporting native wildlife through nest box installations

Together, our Land, Catchment and Recreation team, Reservoirs team, and volunteers installed 50 wildlife nest boxes across the Myponga, Hope Valley, Middle River, and Happy Valley Reservoir Reserves. These artificial hollows provide safe shelter for native species if natural tree hollows are scarce.

Various types of boxes were installed for possums, parrots, kookaburras, owls, and ducks. Wildlife monitoring cameras have recorded species such as crimson rosellas using the boxes also.



We introduced the BYD SHARK ute, Australia's first plug-in utility vehicle, reflecting our commitment to sustainability.

### Reviving flows in Flinders Ranges creeks

Baroota Creek and Crystal Brook Creek in the Flinders Ranges were revitalised in September through carefully timed water releases from nearby reservoirs. Coordinated to align with winter rains, the released water flowed further downstream than usual, bringing life to areas that rarely experience natural water movement.

More than one billion litres of water was released from nearby reservoirs to improve the resilience of ancient river red gums — many over 500 years old — in response to community concerns about the health of these iconic trees. The release of these waters also refreshed the habitats for frogs, fish, birds and water bugs.

As part of the Environmental and Cultural Flows project, partnerships were formed with the Northern and Yorke Landscape Board, Flinders University, the Department for Environment and Water, the Nukunu Wapma Thura Aboriginal Corporation and local communities. The engagement process involved close collaboration with the Nukunu people, respecting and supporting their connection to culture and care for country.

### Expanding our electric fleet for a sustainable future

In a step towards reducing our environmental footprint, our fleet team introduced 4 new Hyundai Ioniq electric vehicles (EV) replacing the first-generation Hyundai Kona EVs in our pool fleet. We also introduced our first BYD SHARK ute which is the first plug-in utility vehicle available in Australia. Supported by a comprehensive charging network across all major sites, these vehicles improve operational efficiency and significantly lower greenhouse gas emissions, supporting our broader sustainability goal to achieve net zero emissions by 2030.



Our reservoir rangers and volunteers with the nestboxes ready to be installed.



Drone trials to monitor greenhouse gas emissions at our Christies Beach Wastewater Treatment Plant.

### Innovative drone technology advances emissions monitoring at wastewater site

In a move toward achieving our net zero emission target, our Production and Treatment Alliance partner SUEZ successfully deployed remotely operated drones equipped with sensors to measure greenhouse gas emissions at the Christies Beach Wastewater Treatment Plant.

This project marked a significant advancement in our commitment to environmental sustainability by reducing our carbon footprint across all our wastewater sites. These sites are known sources of greenhouse gas emissions, including methane and nitrous oxide. Until now, measurements primarily relied on ground-based readings and theoretical estimates. Drone-based monitoring, particularly in challenging 'vertical wall' zones, combined with ground-level data has helped us capture more accurate emissions data across entire sites and track gas plume dispersion from identified hotspots. Following data analysis, targeted steps have been planned to reduce greenhouse gas emissions and enhance sustainability outcomes.



We used targeted advertising to raise awareness about 'unflushables' and help reduce wastewater blockages in high-risk suburbs.

### Biosolids reuse programs supporting sustainable agriculture and composting activities

Approximately 65,000 tonnes of biosolids were repurposed at our Bolivar Wastewater Treatment Plant as a soil conditioner, enriching around 10,000 hectares of broadacre cropping land across areas including the Yorke Peninsula and Mid North South Australia. By supplying biosolids to the agricultural sector, we supported more sustainable farming practices and helped to reduce input costs for farmers. This initiative is a resource recovery activity, utilising nutrients to enhance soil health, improve crop yield, and contribute to a circular economy to deliver long-term benefits for both the environment and the farming community. Under our Regional Biosolids Reuse Program, approximately 1,600 tonnes of biosolids were repurposed at our regional facilities for land application and feedstock for composting.

We also took part in an industry-led project focused on developing alternative future management options for biosolids. As part of this work, we are exploring the potential of biosolids-derived biochar by engaging with suppliers of thermal treatment technologies — such as pyrolysis and gasification units — to assess their capabilities and technological maturity.

### Keeping sewers healthy

An increase in wastewater network blockages caused by 'unflushables', such as wet wipes and sanitary waste, prompted us to share targeted functional advertising in December 2024 and March 2025. The advertising focused on suburbs with high blockage rates and aimed to drive behaviour change by highlighting what shouldn't be flushed or rinsed.

Messages were delivered through digital platforms like Facebook, Instagram, and TikTok, as well as via posters on the back of toilet doors in shopping centres within the targeted areas.



## Our people for the future

We proactively grow a diverse and inclusive business with people who reflect the community we serve. This brings creative thinking and diversity of thought to build innovation, embracing technology to help us be safer and more efficient. Our people work safely and are part of a high-performing culture where learning and collaboration deliver great customer outcomes.

## Improving safety, health and wellbeing

In 2024-25, our Health and Safety team made significant progress in delivering the final year of the 3-year Health and Safety Improvement Plan. This comprehensive plan aligned with our Health and Safety Management System and international health and safety standards, and ensured a robust, sustainable approach to risk management.

Key programs of work delivered included:

- a psychosocial risk management initiative, which included 18 workshops conducted across the organisation, more than 700 people trained, a new standard procedure and the design of a safety management reporting module to enable confidential reporting
- an Occupational Hygiene Management Program, resulting in a continuous improvement action register to sustain long-term outcomes
- an Emergency Management Program gap analysis, leading to the development of the 'First 5 Minutes' Emergency Response Plan
- a Health and Safety Management Framework, ensuring alignment with all improvement projects
- new management standards and assurance tools across the business
- a critical risk framework including standards, procedures, and gap analysis in collaboration with the business
- a new Contractor Health and Safety Management Procedure.

In 2024-25, our high potential incident frequency rate result of 2.4 was significantly lower than our target of 6.7 and lower than the previous financial year.

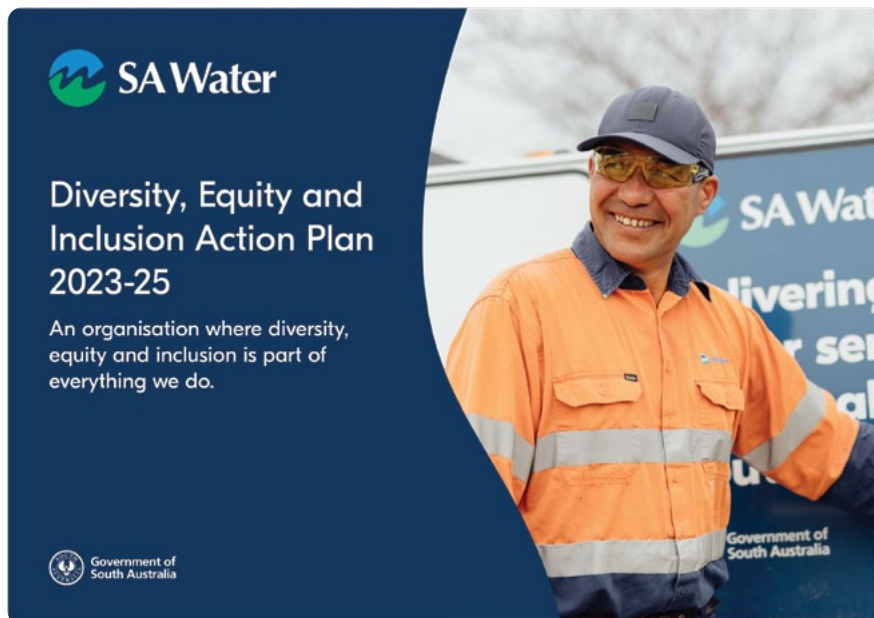
Our end-of-year total recordable injury frequency rate (TRIFR) result of 10.8 was above our target of 5.5. This reflects our recent shift to proactive work injury triage, early treatment and improved incident reporting. While this best-practice approach prevents worsening of injury, it has led to more cases classified as medical treatment, contributing to the higher TRIFR.

The lost time injury frequency rate of 2.7 was also above our target of 2 but trending downward compared to last year.

These results reflect the positive impact of our ongoing safety initiatives and highlight our commitment to creating a safer workplace through continuous improvement.

**safe**  
EVERY JOB. EVERY DAY.  
**EVERYONE**





We reaffirmed our commitment to diversity, equity and inclusion through ongoing implementation of our action plan.

## Diversity, equity and inclusion

The past year saw the continued implementation of our Diversity, Equity and Inclusion (DEI) Strategic Plan, with implementation overseen by our DEI Council.

This year, we placed a strong focus on identifying the barriers faced by under-represented groups, particularly women working in STEM and field roles. To support this, we commissioned a report that amplified the voices of many of our women in field roles. In response, we developed a number of actions to address the barriers identified, including reviewing our hiring practices (how and where we advertise for the roles), unconscious bias training, a review of some of our facilities and targeted professional development opportunities for women and men.

Other initiatives delivered in 2024-25 included:

- continued partnership with the University of Adelaide's Women in STEM careers program, supporting young women to pursue a STEM career
- partnering with the Clontarf Foundation, which supports young Aboriginal and Torres Strait Islander men to participate in education, employment and society in a positive way
- launching our Aboriginal and Torres Strait Islander Employment and Retention Plan 2025-2027 to help achieve our target of 3 per cent Aboriginal and Torres Strait Islander employment by 2027
- holding our first cultural immersion program in Ceduna for senior leaders and continuing to offer cultural awareness training and Kaurna language classes.

We achieved:

- 44.1 per cent of leadership positions held by women (target: 50 per cent)
- an increase in our Aboriginal and Torres Strait Islander workforce with 7 new appointments, bringing us to 1.8 per cent employment (target: 3 per cent)
- a reduction in Aboriginal and Torres Strait Islander workforce turnover from 49 per cent to 12 per cent in 2023-24.



Empowered to make a difference — our newly trained Sunflower Ambassadors are helping create a more inclusive and accessible workplace for all.

## Disability access and inclusion

We continued our progress towards a more inclusive and accessible workplace. This year, we took steps to remove barriers for our people with hidden disabilities by partnering with the Sunflower Organisation and offering opportunities for our people to become Sunflower Ambassadors. We also organised disability awareness training to help our people understand how they can contribute to a workplace that is accessible and inclusive for all.

We continue to support our customers through our priority register, a system which provides tailored assistance for those with additional needs, such as translated bills for non-English speakers and easy-to-read documents.

## Performance management

Our annual performance appraisal and development cycle is aligned to the financial year and includes setting goals, supporting our people's development and having performance discussions.

In 2024-25, 87.4 per cent of our people completed their annual performance reviews.

# Water quality

## SA Health statement

SA Health and SA Water continue to work cooperatively to ensure the protection of public health in the supply of drinking water across South Australia. SA Water continues to comply with the requirements of the *Safe Drinking Water Act 2011* including water quality monitoring and the notification of incidents, and successfully completed an independent audit against criteria in the Act in March 2025.

Monitoring of drinking water supplies was in accordance with SA Health approved monitoring programs. During 2024-25, SA Water collected 48,499 samples from customer tap locations within drinking water supplies throughout the state. Samples were analysed for compliance at these customer tap locations with the Australian Drinking Water Guidelines (2011) (ADWG) and results reported to SA Health in line with agreed reporting protocols. Compliance for *E. coli* was achieved 100 per cent at customer tap locations statewide. In addition, overall compliance with the ADWG for health-related parameters was 100 per cent for metropolitan systems and 99.99 per cent for regional areas.

In consultation with SA Health, SA Water undertook proactive investigative monitoring for per- and polyfluoroalkyl substances (PFAS) in key drinking water sources, including the six major metropolitan Adelaide reservoirs and the River Murray. All PFAS results were below detection limits, indicating no measurable presence. This initiative is consistent with a growing national interest in emerging contaminants and provides valuable data to inform future monitoring.

Incidents were notified and managed under the interagency Water/Wastewater Incident Notification and Communication Protocol and reported in a timely manner. Appropriate remedial actions and responses were implemented following incidents to ensure the protection of public health was maintained at all times.

The total number of incidents notified by SA Water during 2024-25 (138) has decreased since 2023-24 (179), with no Priority Type 1 incidents raised during this period.

Compared to 2023-24 (26) there was an increase in incidents (38) of detection of contamination in source waters and distribution system water tanks. The latter followed implementation of an enhanced tank inspection program in 2024-25. These incidents were managed effectively and did not have a measurable impact on drinking water quality.

The number of incidents of drinking water reservoirs open to recreational activities (7) has increased since 2023-24 (3) with most involving non-compliant water access, including swimming. These incidents did not have a measurable impact on drinking water quality. High concentrations of the toxic cyanobacterium *Cylindrospermopsis raciborskii* were detected for the second year in a row in Lake Alexandrina, leading to advice against using the Goolwa Channel for swimming and diving. Lake Alexandrina is not used as source of drinking water.

The number of reported incidents for elevated cyanobacteria concentrations in drinking water source/s, waters including River Murray and reservoirs, decreased to 19 in 2024-25 compared to 26 detections in 2023-24.

Reduced rainfall events in this period contributed to a decrease in reported detection of enteric protozoa (*Cryptosporidium* and *Giardia*) in drinking water catchments and source waters from 31 reported incidents in 2023-24 to 14 reported incidents in 2024-25. There were three incidents involving detection of enteric protozoa including one in treated product water (*Cryptosporidium*) and 2 at the inlets to drinking water treatment plants. Protozoa were not detected in follow-up samples. No faults were detected during the continuous monitoring of treatment plant performance during the periods when the protozoa were detected.

## Safe drinking water legislation

The *Safe Drinking Water Act 2011* (the Act) and Safe Drinking Water Regulations 2012 provide the regulatory framework for drinking water providers in South Australia and are administered primarily by SA Health.

Provisions in the Act are underpinned by the Australian Drinking Water Guidelines (ADWG) and prescribe requirements for drinking water providers, including:

- registration of drinking water providers with SA Health
- development and implementation of risk management plans
- establishment of approved drinking water quality monitoring programs
- notification of incidents or non-compliance
- audits and inspections to determine compliance with the Act
- use of National Association of Testing Authorities (NATA) accredited laboratories for sample testing
- reporting of water quality test results to SA Health and providing consumers with drinking water quality information.

As a registered drinking water provider, we have established risk management plans, including approved monitoring programs and an incident notification protocol. We provide water quality testing reports for metropolitan and regional water supplies on a monthly basis.

An independent audit was undertaken in March 2025, as required by the Act. Conducted over 9 days, the audit assessed a selection of representative drinking water supplies through a combination of on-site inspections and desktop reviews. Site visits included the Anstey Hill Water Treatment Plant and its associated metropolitan network, the Adelaide Desalination Plant, regional groundwater and river-fed systems in the state's south east, and the remote Aboriginal community of Nepabunna (Nipapanha).

The audit identified overall compliance with the Act and acknowledged the effectiveness of our comprehensive risk management plan and the supporting framework, that is demonstrably resulting in improvements to the safety and quality of water being provided to South Australians. Highlights identified by the auditor included:

- strong management review processes — system performance, key hazards and risks, emerging concerns, and audit outcomes are regularly reported to senior management
- significant improvement in the identification of water storage tank defects, and logging hazards with actions for resolution and risk reduction
- excellent progress in implementing recommendations identified in previous audit non conformances
- robust processes for operational monitoring and internal calibration of online instrumentation at all sites visited
- diverse and comprehensive internal staff training programs are in place, and the use of locals as 'eyes and ears' in some of the remote communities was viewed favourably by the auditor.

While most aspects of the audit were positive, as expected with a detailed assessment, 4 non conformances were identified, along with a number of improvement actions. As in previous years, these items will be reviewed and addressed through established corrective action processes.

## Catchment to customer

Our Drinking Water Quality Management System adopts a proactive, whole-of-system approach to ensure the safety and reliability of drinking water at every stage, from catchment to customer tap. Our system is aligned with the ADWG Framework for Management of Drinking Water Quality and endorsed by the National Health and Medical Research Council. The framework is based on the best available scientific evidence and supports continuous improvements in water quality management.



## Water quality monitoring and testing

We operate 90 drinking water supply systems serving customers across metropolitan and regional South Australia. This includes 3 new drinking water supplies commissioned in May 2025 located along the Barrier Highway at Mannahill, Terowie and Yunta. This landmark project delivered new elevated water storage tanks, water main network upgrades and additional water disinfection stations and brings each town's drinking water supply in line with the health and safety requirements outlined in the ADWG.

We implemented SA Health-approved drinking water quality monitoring programs, ensuring the quality of our supply. These programs involve collecting around 440,000 results from samples at various stages of the water supply system, including catchment areas, source water, treatment processes, and distribution networks up to the water meter on individual properties.

We monitor for health and aesthetic compliance and to optimise water quality. Samples are collected by our trained field workers to make sure they are taken correctly and that field results have a high degree of integrity. Our Australian Water Quality Centre conducts laboratory analyses in compliance with ISO 9001 Quality Management Systems and NATA requirements.

### Number of sample locations and test analytes – statewide, metropolitan and regional water supply systems, 2024-25

Drinking water systems	Statewide	Metropolitan	Regional
Supply systems	90	7	83
Customer tap sample locations	528	173	355
Catchment to tap sample locations*	1,545	346	1,199
Catchment to tap routine test analytes	≈440,000	≈70,000	≈370,000

\*Includes customer tap sample locations

## Drinking water quality and performance

In 2024-25, we demonstrated robust management of water quality by consistently providing safe, clean drinking water to our customers.

### Health-related performance – statewide, metropolitan and regional drinking water supply systems, 2024-25

Health-related parameters	Statewide	Metropolitan	Regional
Samples free from <i>E. coli</i>	100.00% (10,528)	100.00% (3,252)	100.00% (7,276)
Samples compliant with ADWG health parameters*	99.99% (48,499)	100.00% (13,067)	99.99% (35,432)
	Target: 99.90%	Target: 99.90%	Target: 99.90%

\*Percentage of routine results at customer tap sample locations within drinking water systems which comply with the ADWG health limits (including *E. coli*).

Direct exceedances of the ADWG were used rather than the 95th percentiles for compliance of individual chemical parameters.

Prior to calculating per cent compliance for health-related chemicals, individual results are rounded to the same number of significant figures as the guideline value in the ADWG (as prescribed in the ADWG and agreed with SA Health).

We analysed 48,499 samples from our drinking water supplies (customer tap sample locations) throughout South Australia to determine ADWG health-related compliance. Statewide, we achieved 100.00 per cent *E. coli* compliance and 99.99 per cent compliance with ADWG health-related parameters, exceeding our targets and confirming the safety of our water supplies.

Five exceedances were recorded across 3 of our 83 regional supply systems, all due to trihalomethanes. This represents a significant reduction in exceedances compared to previous years, driven by improved source water quality and enhanced treatment performance.

While we strive for 100 per cent compliance at all times, the ADWG acknowledges that occasional exceedances may occur, and for most characteristics, including trihalomethanes, these occasional excursions beyond the guideline value are not necessarily an immediate threat to health. In accordance with the guidelines and the interagency Water/Wastewater Incident Notification and Communication Protocol, all detections were immediately communicated to SA Health, investigated by us and then corrective actions implemented as agreed. SA Health confirmed that the drinking water we provide to customers is safe, and our responses effectively mitigated any risks to public health.

## Incident management

We apply the ADWG Framework for Management of Drinking Water Quality which includes 2 components for the management of incidents:

1. communication
2. incident and emergency response protocols.

Our Water Quality Incident and Emergency Management Protocol ensures we are prepared to respond swiftly and effectively to any water quality issue. We use a web-based incident management system to record, track and generate notifications for all water quality incidents.

This is aligned with the interagency Water/Wastewater Incident Notification and Communication Protocol that is maintained by SA Health. This protocol adopts the principles of the ADWG and meets the regulatory requirements of the Act and *Safe Drinking Water Regulations 2012*.

SA Health defines 3 types of health-related incident classifications based on a precautionary approach:

### Priority Type 1 incident notification

An incident that, without immediate appropriate response or intervention, could cause serious risk to human health and is likely to require immediate interagency meetings to consider responses. Procedures for Type 1 incident notifications also apply.

### Type 1 incident notification

An incident that, without appropriate response or intervention, could cause serious risk to human health.

### Type 2 incident notification/s

An incident that, without appropriate response or intervention, represents a low risk to human health.

## Statewide drinking water supplies number of incident notification (metropolitan and regional)

Reporting period	Priority Type 1	Type 1	Type 2
<b>2024-25</b>	<b>0</b>	<b>45</b>	<b>93</b>
2023-24	0	50	129
2022-23	2	48	129
2021-22	0	50	86
2020-21	1	45	57

Note: these notifications do not include wastewater, recycled water and non-drinking supplies.

Priority Type 1 and Type 1 incidents are immediately reported to SA Health, while all Type 2 notifications are reportable within 24 hours, in line with the interagency Water/Wastewater Incident Notification and Communication Protocol.

In 2024-25, no Priority Type 1 incidents were reported, and the total number of reportable incidents decreased compared with the previous financial year.

Over the previous 5-year period, the total number of reportable Type 1 incidents have remained relatively stable. Improvements were seen across several hazard categories when compared to last financial year, including chemical hazards, disinfection by-products and cyanobacteria. There was a rise in tank contamination-related incidents, primarily due to an expanded program of maintenance and inspection which enabled more comprehensive detection and reporting. Importantly, we are actively managing these contamination events through targeted infrastructure upgrades, including increased maintenance activities and an accelerated tank replacement program.

In 2024-25, we continued to focus on reducing the causes of preventable Type 1 notifications through targeted strategies and system-wide improvements. This included ongoing operational and capital improvements to strengthen system resilience, enhanced incident management training, optimisation of our drinking water quality monitoring programs to improve early detection and response and continuous improvement of our Drinking Water Quality Management System.

We maintained a proactive approach to managing water quality across our supply systems, with a continued focus on the early detection and effective management of potential risks during 2024-25. Changes in reporting criteria issued by SA Health in the interagency Water/Wastewater Incident Notification and Communication Protocol were incorporated into our processes to ensure continued compliance.

Incident Response Index

The Incident Response Index (IRI) guides correct responses when a Priority Type 1 or Type 1 incident is detected. The IRI is assessed against a number of criteria, with each component in the IRI designed to help manage water quality incidents.

Criteria used in the IRI based on total reportable SA Health Priority Type 1 and Type 1 incident notifications are:

- incident reported to relevant agencies by phone immediately (less than one hour)
- incident entered into the incident management system in less than 2 hours
- initial effective response taken within 3 hours
- written report to the Minister for Housing Infrastructure by 3pm the next business day
- root cause analysis completed within 10 working days
- preventive actions implemented within agreed timeframes. The overall 2024-25 strategic target for the IRI is 85 per cent compliance.

The Incident Response Index achieved for metropolitan and regional incidents in 2024-25

System	IRI
Metropolitan	100%
Regional	97%
Target	85%



Our people gathering water samples from locations across the state.



# Effective governance







## Legislation

SA Water was established as a public corporation on 1 July 1995 under the *South Australian Water Corporation Act 1994*. Our operations are guided significantly by the following legislation:

- *Public Corporations Act 1993*
- *Water Industry Act 2012*
- *Safe Drinking Water Act 2011*
- *South Australian Public Health Act 2011*
- *Work, Health and Safety Act 2012*
- *Environment Protection Act 1993*
- *Landscape South Australia Act 2019*.

## Key regulators

The Essential Services Commission of South Australia is the state's independent economic regulator that determines our allowable revenue, sets service standards, and monitors our performance and compliance in the delivery of essential water and sewerage services for our customers.

SA Health sets and monitors standards for drinking water quality and regulates recycled water use in the state.

The Office of the Technical Regulator sets standards and requirements for water and sewerage infrastructure, and the operation of that infrastructure, to ensure public safety.

The Environment Protection Authority sets standards for acceptable discharge from wastewater treatment facilities and monitors our operations and activities to minimise impact on the environment.

The Department for Environment and Water regulates access to natural water sources, protects water catchments and native vegetation and is the state body responsible for the River Murray, as part of arrangements for managing the Murray–Darling Basin.

## The Board

The Directors of our Board are appointed by the Governor of South Australia pursuant to the *South Australian Water Corporation Act 1994* and *Public Corporations Act 1993*, and report to the Minister for Housing Infrastructure. The Board sets our strategic direction and monitors performance, driving efficiency and protecting our long-term financial viability in accordance with the *Public Corporations Act 1993*.

The following Board Directors, appointed by the Governor of South Australia, served during 2024-25:

- Allan Holmes, Chair
- Monish Bhindi (appointed August 2024)
- Tricia Blight (appointed August 2024)
- Celine McInerney
- Kenneth Williams
- Denise Picton
- Janet Finlay (until August 2024)
- David Ryan

Day-to-day management of the business is delegated by the Board through the Chief Executive to the Executive. Pursuant to section 18 of the *South Australian Water Corporation Act 1994*, the Minister has delegated authority to the Board of SA Water to approve procurements of up to \$15 million (GST inclusive) and expenditure up to \$4.4 million (GST inclusive) on any one project.

A charter prepared by a previous Minister and the Treasurer, in consultation with the Board, was in place for 2024-25 in accordance with section 12 of the *Public Corporations Act 1993*. The charter guided the Board in balancing community service with prudent commercial principles.

## Directors' interests and benefits

For 2024-25, no Director had an interest in any contract or proposed contract with SA Water, other than contracts in the ordinary course of business. No benefits were received by any Director of SA Water by virtue of a contract that was made with SA Water, other than in normal course of business as set out in the financial statements.



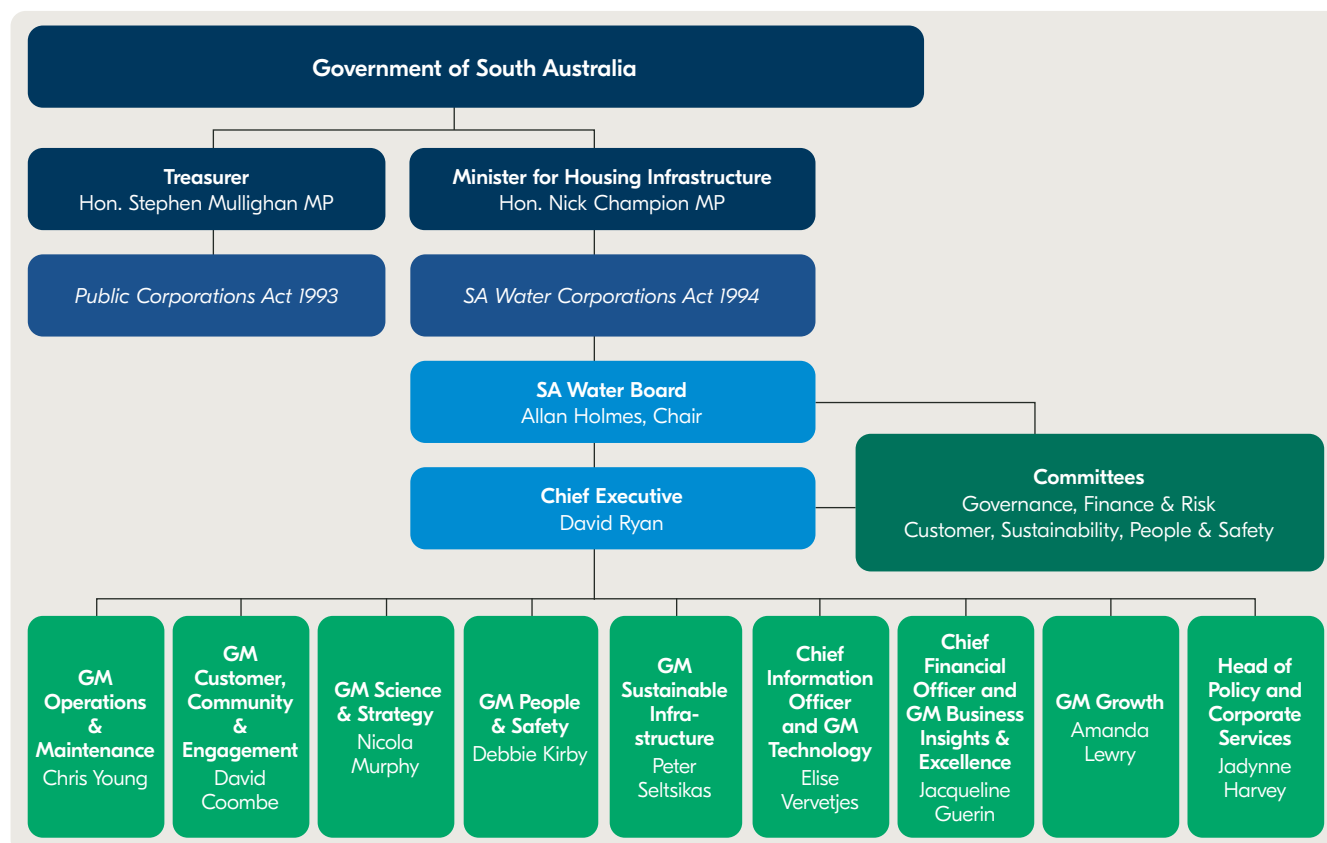
## Board committees

The Board has established a committee structure to help it meet its responsibilities. Each committee has a charter that guides its functions and duties and is reviewed regularly.

- **Governance, Finance and Risk Committee** — supports the Board in fulfilling its corporate governance and oversight responsibilities for our financial planning and reporting, internal and external audit, internal control processes, risk management systems, legal compliance, and fraud control.
- **Customer, Sustainability, People and Safety Committee** — supports and advises the Board regarding our people, our customers and outcomes related to the environment and sustainability. This committee focuses on strategic matters that may significantly affect our business, and actively participates in discussions about the direction for any of our relevant strategies. The committee helps ensure the business has the right capabilities and plans in place to manage the impacts of a changing climate and ensure future generations are considered in the decisions of today.

## Organisation structure

As at 30 June 2025



# Financial performance









## Financial performance summary

In the 2024-25 financial year, we recorded year-end profit before tax of \$190.0 million.

Revenue was \$1.769 billion. Some of the contributors to this were:

- strong water sales
- significant contributed assets from mains extension contributions and infrastructure assets gifted to us from developers
- capital contributions for work we perform, due to strong statewide development activities.

Total expenses were \$1.579 billion. Some of the contributors to this were:

- interest expense and depreciation of infrastructure assets made up more than 40 per cent of the total expenses
- significant electricity volumetric and network charges to facilitate our networks
- substantial operating costs including Alliance contracts and framework partner costs.

## Contributions to government

As a significant revenue contributor to the Government of South Australia, for the broader benefit of the people of South Australia, an amount of \$381.7 million was paid in 2024-25.

This saw \$84.0 million of business operating expenditure contributed to other government agencies and/or councils through:

- external fees and charges paid to other government agencies
- provision of services delivered by other government agencies
- operational taxes such as land tax or council rates.

Within interest expense, \$99.8 million was paid to the South Australian Financing Authority as guarantee fees and margins. An income tax equivalent of \$54.9 million and a dividend of \$143.0 million were also paid.

Contributions to government	2024-25 actuals \$'000
External fees and charges	60,061
Contract services provided	1,369
Operational taxes and tax equivalents	22,526
<b>Total contained within operating expenses</b>	<b>83,956</b>
As a percentage of total operating expenses	9.0%
Interest expense — guarantee fees*	95,127
South Australia Government Financing Authority margin fees	4,709
<b>Additional interest paid to owner</b>	<b>99,836</b>
Income tax equivalents	54,873
Dividends at 100% of profit after tax**	142,988
<b>Total amounts paid to government</b>	<b>381,653</b>

\*Guarantee fees are paid to the South Australian government to remove any competitive advantage we might have due to our ability to borrow under the South Australian government credit rating.

\*\*Dividend was paid based on 100 per cent of the forecast profit after tax (PAT) as at April 2025. The actual year-end PAT position was higher. This will be adjusted in the 2025-26 dividend payment.

## Capital expenditure

This year, we spent \$799.9 million on capital expenditure with \$16.9 million spent on information technology and \$783.0 million on infrastructure and mandated growth (extensions and connections).

We continue to focus on improving our water and wastewater infrastructure assets and the water security of the state, and investing in major infrastructure projects, all of which have a positive impact on our customers and the state. In 2024-25 these included:

- growth infrastructure — \$145.6 million
- Tea Tree Gully Sustainable Sewers — \$60.4 million
- Eyre Peninsula desalination plant — \$22.8 million
- Bolivar Wastewater Treatment Plant capacity growth upgrade — \$15.1 million.

## Consultants

The following is a summary of the external consultants we engaged, and the nature and cost of the work undertaken.

Consultant	Amount (\$)	Purpose
<b>Less than \$10,000</b>		
MBB Group Pty Ltd	5,970	Contract review regarding Front End Engineering Design partners
<b>Between \$10,000 and \$50,000</b>		
BDO Services Pty Ltd	19,000	Governance review
Humn Pty Ltd	17,500	Advice regarding an organisational health and safety matter
SA Futures Agency	14,355	Review of Strategy for 2026 and beyond
Red Wagon Workplace Solutions	11,044	Advice regarding staff matters and industrial relations issues
<b>Greater than \$50,000</b>		
KPMG	670,095	Growth Transformation advice and Strategy review
Ernst & Young	198,619	Energy Strategy review
Farrah Seidel Consulting Pty Ltd	60,735	Independent service provider to advise on employee matters
<b>Total</b>	997,318	

# Supplementary reporting items





## Fraud

Our Fraud and Corruption Control Framework outlines our commitment to creating an honest and ethical business environment with zero tolerance of fraud or corruption in any form. We perform a range of activities to prevent, detect and respond to fraud and corruption, including:

- executive oversight of our Fraud and Corruption Control Framework by the Chief Financial Officer as designated Fraud and Corruption Control Coordinator
- regular fraud and corruption risk assessments undertaken with risk treatment plans for high-risk areas
- investigations of all allegations of fraud or corruption in accordance with our Fraud and Corruption Control Framework
- data analytic reviews conducted on payroll and accounts payable transactions by our internal audit function
- communication to our people on their requirement to act in accordance with our Ethical Standards Procedure, how to report matters of concern and the protections provided to them in the *Public Interest Disclosure Act 2018*.

## Public interest disclosure

Through our Public Interest Disclosure Procedure, we are committed to encouraging and facilitating disclosure, in the public interest, of information about substantial risks to public health, safety or the environment, or about corruption, misconduct and maladministration in public administration.

SA Water reports requisite allegations of fraud, corruption, misconduct or maladministration to the Office for Public Integrity or the Independent Commission Against Corruption, South Australia and acts in accordance with their advice, while maintaining statutorily required confidentiality.

## Assurance and risk management

Our enterprise risk management approach is aligned with the South Australian Government Risk Management Guide and the principles of risk management as set out in the international risk management standard ISO 31000:2018 Risk Management — Guidelines.

Our commitment to effective risk management enables the consideration and treatment of risk to be integrated into functions, programs and operations with well-informed, risk-based decision-making. Our enterprise risk profile is reported regularly to our Board through its Governance, Finance and Risk Committee.

## Complaints

Our Customer Care Centre is the first point of contact for all customer feedback, and our Customer Advocate team manages responses for all escalated complaints and investigations. Across these 2 teams, we continue to proactively identify improvements to the feedback management processes across our organisation.

All forms of organisational feedback, including complaints, are valued and help us to build customer trust and confidence and deliver excellent customer experiences

In 2024-25, we received 3,631 complaints. This equated to 4.3 complaints per 1,000 customers, which was higher than the 3.8 complaints per 1,000 customers received in 2023-24. This increase was driven by our continued commitment to improving complaint recognition and capture, including broader training for our people in complaint management. We continue to view this increase as a positive indication of our improvement and have not identified a specific trend or operational issue at this time.

The most common complaint types received in 2024-25 related to:

1. water quality
2. operations and maintenance in the metropolitan Adelaide area
3. meter reading and estimates.

Of the customer complaints we received, 50.0 per cent were resolved at the first point of customer contact, which is an increase from 41.39 per cent in 2023-24. We responded to 96.88 per cent of complaints within target times, with 9.45 per cent of complaints escalated to the industry ombudsman.

A total of 297 complaints on a range of issues were escalated to the Energy and Water Ombudsman of South Australia (EWOSA) for review in 2024-25. This was an increase from 219 complaints in 2023-24. The largest number of complaint type escalated to EWOSA were related to costs incurred for high water use, which has been a consistent trend over the past 3 years.

We continue to review our processes, strive for best practice guidelines and improve our recognition and capture of customer complaints at first contact. This work is designed to collect insights for our business and improve our overall customer experience.

# Ministerial directions

PUBLIC CORPORATIONS ACT 1993  
PURSUANT TO SECTION 6  
*Direction to the South Australian Water Corporation*

**Background:**

1. Pursuant to section 6 of the *Public Corporations Act 1993*, and sections 6 and 7(2)(f) of the *South Australian Water Corporation Act 1994*, the South Australian Water Corporation (SA Water) is subject to control and direction by its Minister, and has the functions conferred on it by its Minister.
2. The *South Australian Water Corporation Act 1994* is committed to the Minister for Housing Infrastructure (the Minister) as per Gazettal notice dated 15 April 2024, p. 683.
3. Pursuant to section 32 of the *Water Industry Act 2012* (SA), Cape Jaffa Anchorage Essential Services (CJAES) wrote to the Essential Services Commission of South Australia to surrender its retail licence for the provision of sewerage and non-drinking water services to residential and non-residential customers, with an effective surrender date of 31 October 2022.
4. The Minister previously considered it appropriate to direct SA Water to temporarily take over the existing operations of CJAES.
5. The Minister now considers a new direction is appropriate to extend the timeframe for SA Water to take ownership of assets at Cape Jaffa to allow more time to confirm and transition to long term arrangements for water and sewerage services.

**Direction:**

6. I, Nick Champion, Minister for Housing Infrastructure, direct SA Water under section 6 of the *Public Corporations Act 1993* to use best endeavours to:
  - i. secure all access rights and approvals necessary to continue SA Water's temporary operation of non-drinking water and sewerage services at Cape Jaffa, to ensure continued operation to customers (as defined by the *Water Industry Act 2012*) at Cape Jaffa Marina until 30 June 2026;
  - ii. work with the Department for Environment and Water to confirm all land and other assets that would be required for SA Water to continue the temporary operation of non-drinking water and sewerage services at Cape Jaffa until 30 June 2026;
  - iii. take ownership of all land and other assets required to continue SA Water's temporary operation of non-drinking water and sewerage services at Cape Jaffa, for nil consideration, by no later than 31 December 2025;
  - iv. provide a retail service to customers at Cape Jaffa Marina, with all charges to be based on the charges of CJAES as at 1 July 2024 (see Attachment 1), to be indexed and published in the South Australian Government Gazette.
7. For the avoidance of doubt and to the extent of any inconsistency, this direction overrides any other previous direction to SA Water under section 6 of the *Public Corporations Act 1993* – with respect to Cape Jaffa customers.
8. This direction may be revoked at any time.

Dated: 23 / 6 / 2025



HON NICK CHAMPION MP  
Minister for Housing Infrastructure

## ATTACHMENT 1

*Prices for Customers at Cape Jaffa Marina as at 1 July 2024*

<b>Fee Name</b>	<b>Fee<sup>1</sup></b>
<b>Non-drinking water</b>	
Supply fee	\$399.00 per annum payable quarterly (GST free)
Flat rate tariff	\$3.14 per kL (GST free)
<b>Sewerage</b>	
Sewer access fee	The higher of: <ul style="list-style-type: none"> <li>• 37.125 cents per \$1000 of property value per quarter<sup>2</sup>, or</li> <li>• minimum access fee of \$159.90 (GST free)</li> </ul>
1. Fee quoted for 2024-25. Fees for 2025-26 to be indexed and published in the South Australian Government Gazette prior to 1 July 2025. 2. Property value is set by the Valuer General.	



PUBLIC CORPORATIONS ACT 1993  
PURSUANT TO SECTION 6  
*Direction to the South Australian Water Corporation*


**Background:**

1. Pursuant to section 6 of the *Public Corporations Act 1993*, and sections 6 and 7(2)(f) of the *South Australian Water Corporation Act 1994*, the South Australian Water Corporation (SA Water) is subject to control and direction by its Minister, and has the functions conferred on it by its Minister.
2. The *South Australian Water Corporation Act 1994* is committed to the Minister for Housing Infrastructure (the Minister) as per Gazettal notice dated 15 April 2024, p. 683.
3. Pursuant to section 32 of the *Water Industry Act 2012* (SA), Cape Jaffa Anchorage Essential Services (CJAES) wrote to the Essential Services Commission of South Australia to surrender its retail licence for the provision of sewerage and non-drinking water services to residential and non-residential customers, with an effective surrender date of 31 October 2022.
4. The Minister previously considered it appropriate to direct SA Water to temporarily take over the existing operations of CJAES.
5. The Minister now considers a new direction is appropriate to extend the timeframe for SA Water's temporary takeover of existing operations at Cape Jaffa to allow more time to confirm and transition to long term arrangements for water and sewerage services.

**Direction:**

6. I, Nick Champion, Minister for Housing Infrastructure, direct SA Water under section 6 of the *Public Corporations Act 1993* to use best endeavours to:
  - i. secure all access rights and approvals necessary to continue SA Water's temporary operation of non-drinking water and sewerage services at Cape Jaffa, to ensure continued operation to customers (as defined by the *Water Industry Act 2012*) at Cape Jaffa Marina until 30 June 2026;
  - ii. work with the Department for Environment and Water to confirm all land and other assets that would be required for SA Water to continue the temporary operation of non-drinking water and sewerage services at Cape Jaffa until 30 June 2026;
  - iii. take ownership of all land and other assets required to continue SA Water's temporary operation of non-drinking water and sewerage services at Cape Jaffa, for nil consideration, by no later than 30 June 2025;
  - iv. provide a retail service to customers at Cape Jaffa Marina, with all charges to be based on the charges of CJAES as at 1 July 2024 (see Attachment 1), to be indexed and published in the South Australian Government Gazette.
7. For the avoidance of doubt and to the extent of any inconsistency, this direction overrides any other previous direction to SA Water under section 6 of the *Public Corporations Act 1993* – with respect to Cape Jaffa customers.
8. This direction may be revoked at any time.

Dated:

  
HON NICK CHAMPION MP  
Minister for Housing Infrastructure  
17 / 12 / 2024

ATTACHMENT 1  
*Prices for Customers at Cape Jaffa Marina as at 1 July 2024*

<i>Fee Name</i>	<i>Fee<sup>1</sup></i>
<b>Non-drinking water</b>	
Supply fee	\$399.00 per annum payable quarterly (GST free)
Flat rate tariff	\$3.14 per kL (GST free)
<b>Sewerage</b>	
Sewer access fee	The higher of: <ul style="list-style-type: none"> <li>• 37.125 cents per \$1000 of property value per quarter<sup>2</sup>, or</li> <li>• minimum access fee of \$159.90 (GST free)</li> </ul>
<ol style="list-style-type: none"> <li>1. Fee quoted for 2024-25. Fees for 2025-26 to be indexed and published in the South Australian Government Gazette prior to 1 July 2025.</li> <li>2. Property value is set by the Valuer General.</li> </ol>	

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PUBLIC CORPORATIONS ACT 1993

SECTION 6

*Direction to the South Australian Water Corporation*

I, Nicholas David Champion, Minister for Housing and Urban Development, direct SA Water to charge the following augmentation charges for connection to SA Water infrastructure:

1. All persons who receive development approval between 1 July 2025 and 30 June 2026 for an additional allotment, new connection or a variation to an existing connection with multiple new premises that connect to SA Water's water and/or sewerage infrastructure in the Greater Adelaide Region will be charged an augmentation charge in respect of each connection or new allotment, subject to this direction.
2. Augmentation charges will still be imposed in addition to any requirement to fund the augmentation of SA Water's infrastructure to service a greenfield or infill development and avoid impacting services to SA Water's customers.
3. An augmentation charge is not payable in relation to:
  - 3.1. a like-for-like replacement of an existing connection; or
  - 3.2. a connection to premises being built by or on behalf of a community housing provider, or a not-for-profit entity that is registered with the Australian Charities and Not-for-profit Commission; or
  - 3.3. an apartment; or
  - 3.4. any other connection determined by SA Water, subject to my consent.
4. The following augmentation charges will be payable to additional allotments and in relation to connections to land with the following classifications and, where a single connection is intended to facilitate the provision of a service to multiple new premises on the land, each premises will be treated as a connection for the purposes of imposing augmentation charges:

Greenfield	Residential	Commercial/Industrial	Reserves	
			<400m <sup>2</sup>	>400m <sup>2</sup>
<b>Augmentation Charge</b>	<b>100%</b>	<b>225%</b>	<b>100%</b>	<b>225%</b>
Water	\$5,120	\$11,520	\$5,120	\$11,520
Sewer	\$5,120	\$11,520	\$5,120	\$11,520

All Other Locations	Residential	Commercial/Industrial	Reserves	
			<400m <sup>2</sup>	>400m <sup>2</sup>
<b>Augmentation Charge</b>	<b>100%</b>	<b>225%</b>	<b>100%</b>	<b>225%</b>
Water	\$2,560	\$5,760	\$2,560	\$5,760
Sewer	\$2,560	\$5,760	\$2,560	\$5,760

5. An augmentation fee will be payable in addition to any other applicable fees or charges (including a connection fee) per SA Water's general fees and charges.

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**Definitions**

"Greenfield" are locations within the Greater Adelaide region that come within the definition of "greenfield" in Table 1 of the [Land Supply Report for Greater Adelaide](#) (July 2023).

"Greater Adelaide Region" means the planning region of that name proclaimed by the Governor under Section 5 of the *Planning, Development and Infrastructure Act 2015* on 19 March 2020, a map of which is available in Figure 1 of the [Land Supply Report for Greater Adelaide](#) (July 2023).

A "Residential Allotment" is a property classified with the use of land for detached dwelling, group dwelling, multiple dwelling, residential flat building, or dwelling or semi-detached dwelling for the purposes of the *Planning, Development and Infrastructure Act 2015*.

A "Commercial/Industrial Allotment" is a property classified with the use of land that is not residential.

A "Reserve" is a property classified with the use of land that is set aside to protect natural resources, maintain public spaces or serve other public interests.

"Premises" is a dwelling, house or building together with its land.



HON NICK CHAMPION MP  
Minister for Housing Infrastructure

28 / 6 / 2025

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**Government of  
South Australia**